EZ Modem SMC3056EM

External Data/Fax/Voice Modem User Guide

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Phone:+65 62386556

October 200 2
Revision Number:R0 1

FCC Requirements

This equipment complies with Part 68 of the FCC Rules. On the bottom of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. IF REQUESTED. THIS INFORMATION MUST BE GIVEN TO THE TELEPHONE COMPANY.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have these entire devices ring when your telephone number is called In most. But not all areas the sum of the REN's of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line. As determined by the REN. You should contact your local telephone company to determine the maximum REN of the area you are calling from. If your telephone equipment causes harm to the telephone network. The Telephone Company may discontinue your service temporally. If possible, they will notify you in advance. But if the advanced notice is failed, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may change in its facilities, equipment, operations or procedures that could affect the proper functions of your equipment. If this occurs, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, please contact the following address and phone number for information on obtaining service or repairs. The Telephone Company may ask you to disconnect this equipment from the network until the problem is solved or until that the equipment is not detected malfunctioning. This equipment may not be used on coin service provided by the Telephone Company. Connection to party lines is subject to state Tariffs.

Federal Communications Commission

Radio Frequency Interference Statement.

Note: This equipment has been tested and found to comply with the limitation for a lass B digital device pursuant to Part 15 of the FCC Rules. These restrictions are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment does cause harmful interference to radio or television reception, which can be determine by tuning the equipment off and on, the user is suggested to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.
-Increase the distance between the equipment and receiver.
-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio TV technician for help.

Notices:

(1) The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
(2) Shielded interface cables and AC power cord if any must be used in order to comply with the emission limits.

Notices to Australian users:

The modem card must only be used in a data terminal equipment (DTE) e.g. computer, that has a screw down cover (lid). As unsafe voltages (TNV) exist on the modem card, disconnect the modem card from the telephone line while the cover (lid) of the DTE (computer) is removed.

Installation of the modem card in a DTE (computer) which does not require a tool to open the cover (lid) will render the permit void.

Disconnect the telephone line before opening the cover (lid) of the DTE (computer). Do not connect the customer equipment to the telephone line while the cover (lid) of the DTE (computer) is open.

WARNING
ONLY CONNECT EQUIPMENT WITH A TELECOMMUNICATIONS COMPLIANCE LABEL

WARNING
FOR SAFETY REASONS, ONLY CONNECT EQUIPMENT WITH A TELECOMMUNICATIOS COMPLIANCE LABEL. THIS INCLUDES CUSTOMER EQUIPMENT PREVIOUSLY LABELLED PERMITTED OR CERTIFIED.

Modems connected to the Australian telecommunications network must be marked in accordance with the Labeling Notice. This modem has been specifically configured to ensure compliance with the ACA Standards. Do not adjust your modem or software outside the values indicated as below. To do so would result in your modem being operated in a non-compliant manner.

Modem Commands:

Command	Default	Permissible Range
ATA	-	Do not use
ATB	B0	Do not set to B1
AT&G	&G0	&G2
AT&P	&P0	&P1
ATSn	see table below	
S register	Default	Permissible Range
s6	2	2 to 6

Call Attempts/Retries:

Applications software shall be configured so that no more than 3 attempts are made to establish a connection to a given number (Note: if the modem can detect service tones, up to 10 attempts can be made). If the call sequence is unsuccessful, there shall be a delay of at least 30 minutes before attempting to call the number again.

Failure to set the modem and any application software used with the modem, to the values shown as above will result in the modem being operated in a non-compliant manner. Consequently, this would be in violation of the Labeling Notice for this equipment, and the Telecommunications ACT 1997 prescribes penalties for the connection of non-compliant equipment.

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SMC’s Limited Warranty

Limited Warranty Statement: SMC Networks, Inc. ("SMC") warrants its products to be free from defects in workmanship and materials, under normal use and service, for the applicable warranty term. All SMC products carry a standard 90-day limited warranty from the date of purchase from SMC or its Authorized Reseller. SMC may, at its own discretion, repair or replace any product not operating as warranted with a similar or functionally equivalent product, during the applicable warranty term. SMC will endeavor to repair or replace any product returned under warranty within 30 days of receipt of the product.

The standard limited warranty can be upgraded to a Limited Lifetime* warranty by registering new products within 30 days of purchase from SMC or its Authorized Reseller. Registration can be accomplished via the enclosed product registration card or online via the SMC web site. Failure to register will not affect the standard limited warranty. The Limited Lifetime warranty covers a product during the Life of that Product, which is defined as the period of time during which the product is an 'Active' SMC product. A product is considered to be ‘Active’ while it is listed on the current SMC price list. As new technologies emerge, older technologies become obsolete and SMC will, at its discretion, replace an older product in its product line with one that incorporates these newer technologies. At that point, the obsolete product is discontinued and is no longer an 'Active' SMC product. A list of discontinued products is attached with the most recent version being available on the support section of our web site (http://www.smc-asia.com).

All products that are replaced become the property of SMC. Replacement products may be either new or reconditioned. Any replaced or repaired product carries either a 30-day limited warranty or the remainder of the initial warranty, whichever is longer. SMC is not responsible for any custom software or firmware, configuration information, or memory data of Customer contained in, stored on, or integrated with any products returned to SMC pursuant to any warranty. Products returned to SMC should have any customer-installed accessory or add-on components, such as expansion modules, removed prior to returning the product for replacement. SMC is not responsible for these items if they are returned with the product.

Customers must contact SMC for a Return Material Authorization number prior to returning any product to SMC. Proof of purchase may be required. Any product returned to SMC without a valid Return Material Authorization (RMA) number clearly marked on the outside of the package will be returned to customer at customer’s expense. For warranty claims within North America, please call our toll-free customer support number at (800) 762-4968. Customers are responsible for all shipping charges from their facility to SMC. SMC is responsible for return shipping charges from SMC to customer.

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LIMITATION OF LIABILITY: IN NO EVENT, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), SHALL SMC BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE, LOSS OF BUSINESS, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF SMC OR ITS AUTHORIZED RESELLER HAS BEEN ADVISEDOF THE POSSIBILITY OF SUCH DAMAGES.

SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS, SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE. NOTHING IN THIS WARRANTY SHALL BE TAKEN TO AFFECT YOUR STATUTORY RIGHTS.

Chapter 1 Introduction

1.1 Introduction

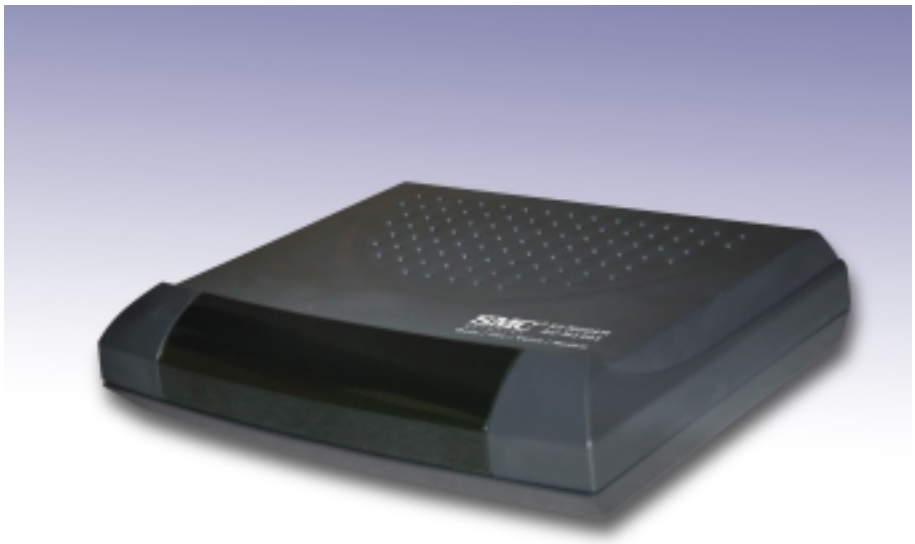
Congratulations on purchasing a state-of-the-art EZ Modem! Your EZ Modem incorporates the latest technological advancement for you to electronically communicate with other computers, information networks, fax machines or other Modems. It embraces most of the industry and commercially popular standards to ensure compatibility with most equipment and application programs. The voice capability renders a wide range of application possibilities from a simple telephone-answering device to a sophisticated voice-mail system. The optional DSVD feature allows you to talk and transmit data at the same time.

1.2 Features

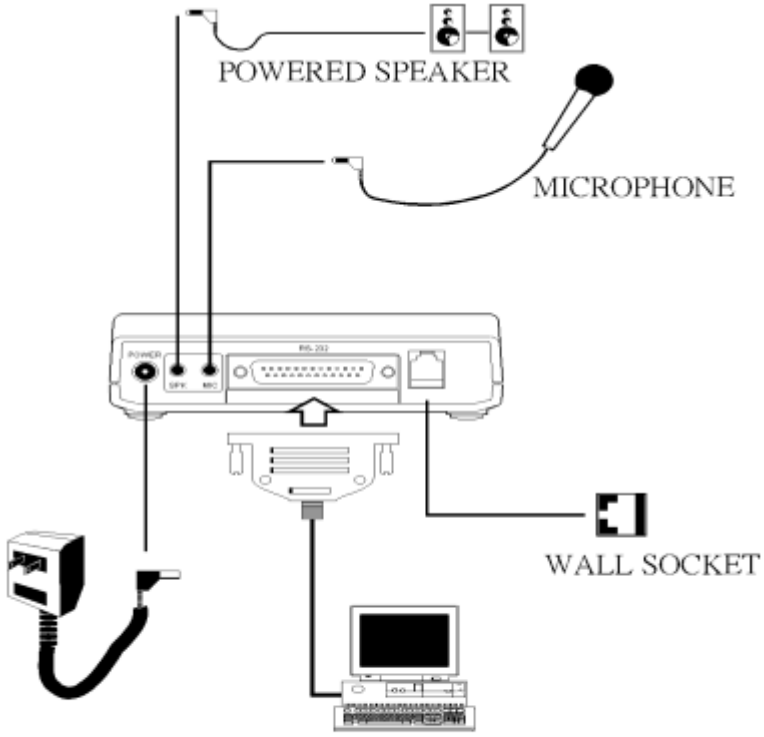
1. Line rate of 56 Kbps for download
2. ITU-T V.90 specifications for operation at speed of 56,000 bps
3. MNP10 dynamic data rate fallback and forward on the run
4. Software controlled speaker volume
5. Software selectable flow control
6. Voice option for voice mail application
7. DSVD for simultaneous voice and data(Optional)
8. Zero-Voltage Modem wake-up function

Chapter 2 The Appearance of EZ Modem External

2.1 EZ Modem External Front Panel



2.2 EZ Modem External Back Panel



External Modem Diagram

PHONE	Telephone RJ-11 jack
LINE	Line RJ-11 jack
RS-232	Serial DB-9 female connector
MIC	Microphone mini-phone jack
SPK	Speaker mini-phone jack
AC	AC jack
Power Switch	Power on/off

Chapter 3 Installing The EZ Modem

3.1 Checking Your Components

Unpack your EZ Modem and make sure you have the following items:

1. The EZ Modem
2. A modular telephone cable to connect your EZ Modem to the telephone line
3. Communication software (included driver and manual)

When you open your package, make sure all of the above items are included and not damaged. If you see that any components are damaged, please notify your dealer immediately.

3.2 What Else You Need

To complete your data communication system, you will need the following items:

1. Other communication software, if needed
2. An active telephone line and telephone set (if you need to use a telephone with your modem)

3.3 Connecting To The Telephone Line

Use the following procedure to connect your EZ Modem to the telephone line:

1. Locate an available RJ-11 modular jack telephone outlet.
2. Take one end of the modular cord supplied with the EZ Modem and plug it into the LINE modular jack on the back of the EZ Modem.
3. Plug the other end of the modular cord into the modular jack

on the wall outlet, as you would any modular telephone.

3.4 Connecting To Your Telephone Set

Your EZ Modem also conveniently provides a second modular jack that lets you connect your telephone to the same telephone line that the EZ Modem is using. This lets you manually dial data calls or make voice calls when you are not using your EZ Modem. Also if you do not have speakerphone and microphone, handset of telephone set can function as an input/output device for voice to verify the connection.

Use the following procedure to connect your telephone to your EZ Modem:

1. Connect the telephone's modular cord into the PHONE jack on the back of your EZ Modem.
2. Lift your telephone's handset and listen for a dial tone.

3.5 Verifying Your Connection

Start a communication program and place the computer into terminal mode. Refer to your computer manual to find out the appropriate command to do so.

Then use the following procedure to verify your installation:

1. Type

   AT[Enter]

   If your system is operating properly, your EZ Modem sends an OK response to your screen and waits for your next command.

2. Use your communication software to prepare your computer to dial a call. Then type

   ATDx *phone number***[Enter]**

   where **x** is equal to **T** for touch-tone or **P** for pulse dialing.
   The *phone number* is your telephone number.

   For example, if your EZ Modem is connected to the telephone line 555-2121 and touch-tone dialing is supported in your area, type

   ATDT 5552121[Enter].

3. You should hear the busy signal and receive a **BUSY** response because the EZ Modem is calling itself.

3.6 Connecting Microphone And Speaker

You could either use a handset connected to the EZ Modem, or connect a microphone and a speaker for voice recording and playback.

NOTE:
Any commercially available microphone is usable.
For the speaker, any 8 ohm speaker rated around 1Watt can be driven directly by the audio output. An amplifier is required if you need a higher output volume.

1. Connect the microphone to the mini-phone jack marked **MIC**.
2. Connect the speaker to the mini-phone jack marked **SPK**.

Chapter 4 Software Installation

Configuring External Modem With Windows 98/ME/2000/NT4.0/XP

4.1 Windows 98

1. Restart the computer after connecting the modem to PC .When Windows detects the modem ,the message “This wizard searches for new drives for:” “**Analog Modem**” is displayed. Click **Next.**

Add New Hardware Wizard
This wizard searches for new drivers for:
Analog Modem
A device driver is a software program that makes a hardware device work.
< Back
Next >
Cancel

2. Select “**Search for the best driver for your device, [Recommended].”** and click **Next**.

Add New Hardware Wizard
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

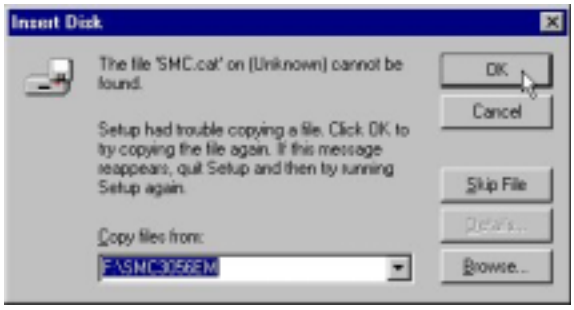
3. Select **"CD-ROM drive"** ,then select "**Specify a location:"** and type **F:\SMC 3056EM** (F is the letter of CD-ROM drive) and click **Next** to continue.

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
Floppy disk drives
CD-ROM drive
Specify a location:
F:\SMC3056EM
Browse...
< Back
Next >
Cancel

4. Windows will find the driver for **SMC EZ Modem External Data Fax Voice Modem** and click **Next**.

Add New Hardware Wizard
Windows driver file search for the device:
SMC EZ Modem External Data Fax Voice Modem
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
F:\SMC305*9\SMC.INF
< Back
Next >
Cancel

5. Click **OK**.


Insert Disk
The file 'SMC.cat' on (Unknown) cannot be found.
Setup had trouble copying a file. Click OK to try copying the file again. If this message reappears, quit Setup and then try running Setup again.
Copy files from:
F:\SMC3056EM
OK
Cancel
Skip File
Browse...

6. Click **Finish** to end this installation procedure.

Add New Hardware Wizard
SMC EZ Modem External Data Fax Voice Modem
Windows has finished installing the software that your new hardware device requires.
< Back
Finish
Cancel

.

4.2 Windows ME

1. The message of **Analog Modem** will appear. Select **"Specify the location of the driver [Advanced]"** and click **Next**.

Add New Hardware Wizard
Windows has found the following new hardware:
Analog Modem
Windows can automatically search for and install software that supports your hardware. If your hardware came with installation media, insert it now and click Next.
What would you like to do?
Automatic search for a better driver (Recommended)
Specify the location of the driver (Advanced)
< Back
Next >
Cancel

2. Select **"Search for the best driver for your device [Recommended]",** then select **Specify a location** and type **F:\SMC3056EM** (F is the letter of CD-ROM drive) and click **Next** to continue.

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected
Search for the best driver for your device. (Recommended).
Removable Media (Floppy, CD-ROM...)
Specify a location:
F:\SMC3056EM
Browse
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

3. Windows will find the driver for a **SMC EZ Modem External Data Fax Voice Modem** nd click **Next**.

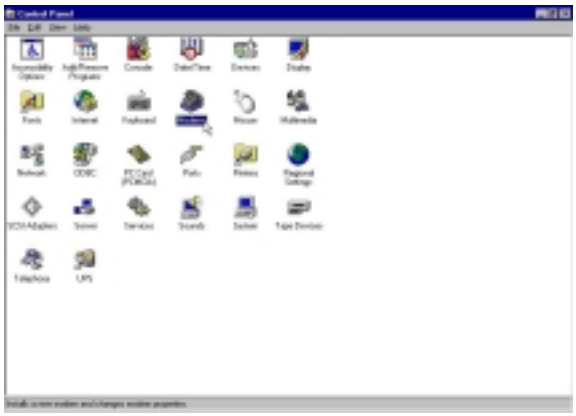
Add New Hardware Wizard
Windows driver file search for the device:
SMC EZ Modem External Data Fax Voice Modem
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
F:\SMC305*9\SMC.INF
< Back
Next >
Cancel

4. Click **Finish** to end this installation procedure.

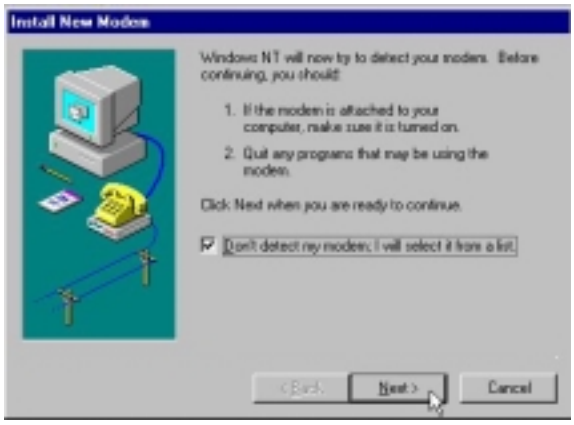
Add New Hardware Wizard
SMC EZ Modem External Data Fax Voice Modem
Windows has finished installing the new hardware device.
< Back
Finish
Cancel

4.3 Windows NT

1. Double click "**Modems**" form **Start →Setting→Control Panel.**



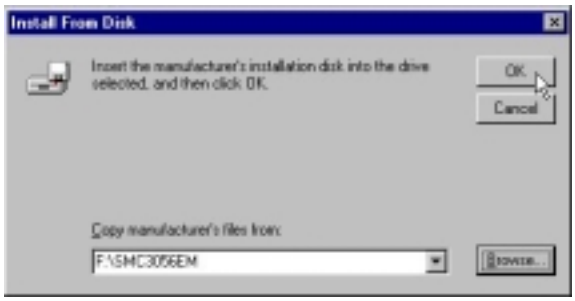
2. Check "**Don't detect my modem; I will select it from a list** " and then click **Next.**


Install New Modem
Windows NT will now try to detect your modem. Before continuing, you should:
1. If the modem is attached to your computer, make sure it is turned on.
2. Quit any programs that may be using the modem.
Click Next when you are ready to continue.
Don't detect my modem; I will select it from a list.
< Back
Next >
Cancel

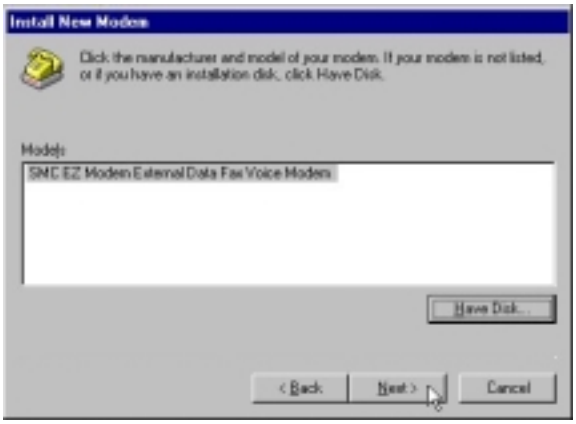
3. Click **Have Disk.**

Install New Modem
Click the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.
Manufacturers:
Models
(Standard Modem Types)
Standard 300 bps Modem
Standard 1200 bps Modem
Standard 2400 bps Modem
Standard 9600 bps Modem
Standard 14400 bps Modem
Have Disk...
< Back
Next >
Cancel

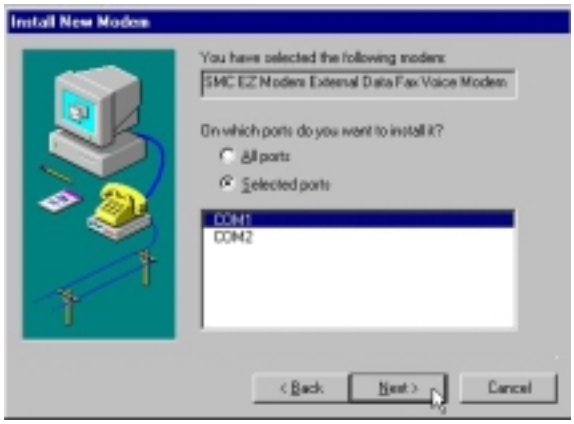
4. Indicating the path: **F:\SMC3056EM** and then click **OK.**



5. Select the model of your modem and then click **Next.**


Install New Modem
Click the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.
Models
SMC EZ Modem External Data Fax Voice Modem
Have Disk...
< Back
Next >
Cancel

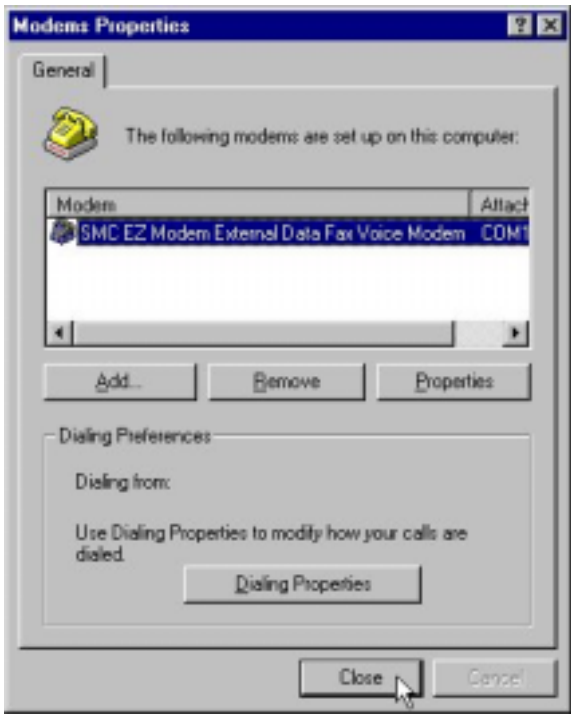
6. Select the COM port that you connect modem to your PC and click **Next.**



7. Windows has finished installing the software. Click **Finish** to complete Installation.

Install New Modem
Your modem has been set up successfully.
If you want to change these settings, double-click the Modems icon in Control Panel, select this modem, and click Properties.
< Back
Finish
Cancel

8. You can see the modem set up on your PC. Click **Close** to complete Installation.



4.4 Windows 2000

1. Restart the computer after connecting the modem to PC. When Windows detects the modem, the wizard will help you to install the new device. Click **Next** to begin installation.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install a device driver for a hardware device.
To continue, click Next.
< Back
Next >
Cancel

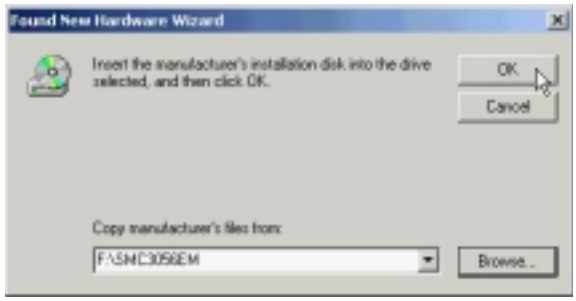
2. Select" **Search for a suitable driver for my device [recommended]",** and click **Next**.

Found New Hardware Wizard
Install Hardware Device Drivers
A device driver is a software program that enables a hardware device to work with an operating system.
This wizard will complete the installation for this device:
Analog Modem
A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.
What do you want the wizard to do?
Search for a suitable driver for my device (recommended)
Display a list of the known drivers for this device so that I can choose a specific driver
< Back
Next >
Cancel

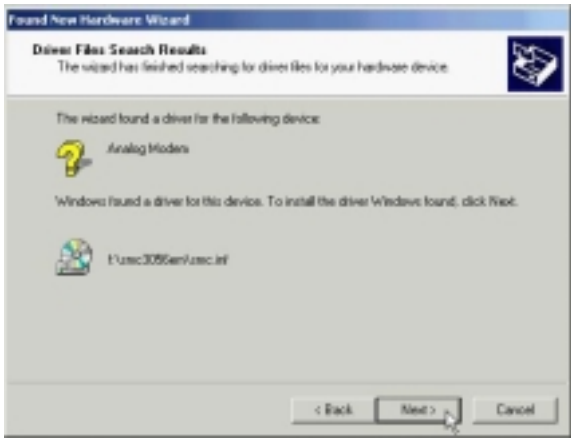
3. Select "**CD-ROM drives**" and /or "**Specify a location**". Then click **Next.**

Found New Hardware Wizard
Locate Driver Files
Where do you want Windows to search for driver files?
Search for driver files for the following hardware device:
Analog Modem
The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.
To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.
Optional search locations:
Floppy disk drives
CD-ROM drives
Specify a location
Microsoft Windows Update
< Back
Next >
Cancel

4. Please type **F:\SMC3056EM** (F is the letter of your CD-ROM driver), then click **OK** to continue.



5. Click **Next** to continues.


Found New Hardware Wizard
Driver Files Search Results
The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
Analog Modem
Windows found a driver for this device. To install the driver Windows found, click Next.
< Back
Next >
Cancel

6. Click **Yes**.

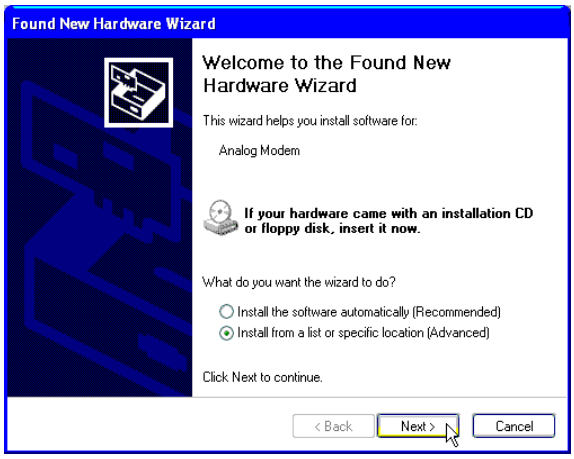
Digital Signature Not Found
The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.
The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.
SMC EZ Modem External Data Fax Voice Modem
If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.
Do you want to continue the installation?
Yes
No
More Info

7. Click **Finish** to end procedure.

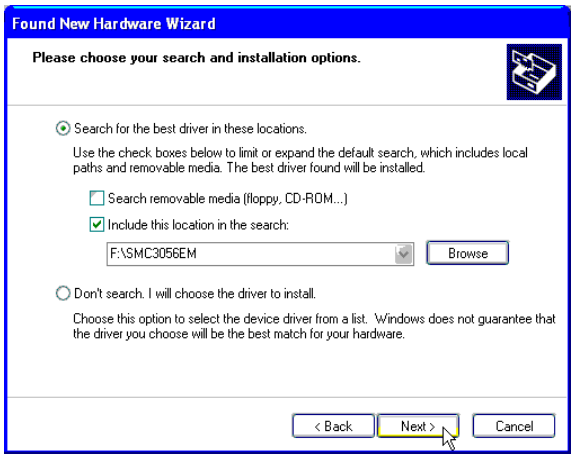
Found New Hardware Wizard
Completing the Found New Hardware Wizard
SMC EZ Modem External Data Fax Voice Modem
Windows has finished installing the software for this device.
To close this wizard, click Finish.
< Back
Finish
Cancel

4.5 Windows XP

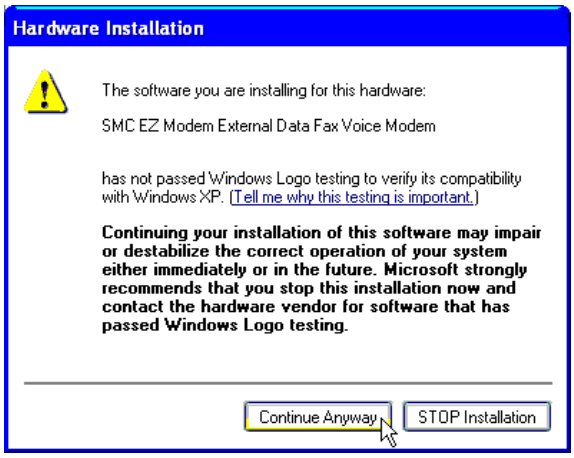
1. Restart the computer after connecting the modem to PC. When Windows detects the modem, the wizard will help you to install the new device.Select "**Install form a list or specific location [Advanced]**".Then click **Next.**


Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
Analog Modem
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

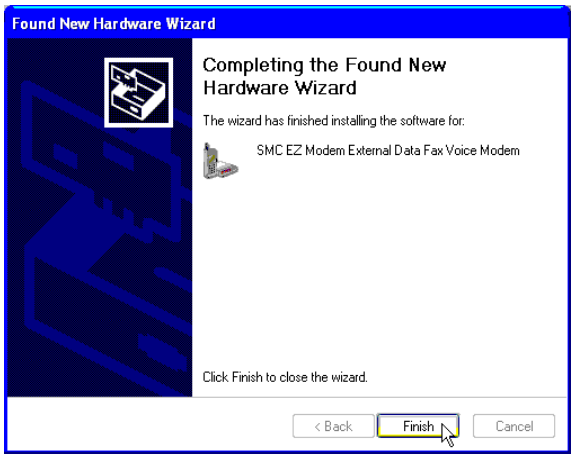
2. Indicating the path: **F:\SMC3056EM**and then click **Next.** (F is your CD-ROM)


Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
F:\SMC3056EM
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

3. Click “**Continue Anyway**”.


Hardware Installation
The software you are installing for this hardware:
SMC EZ Modem External Data Fax Voice Modem
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

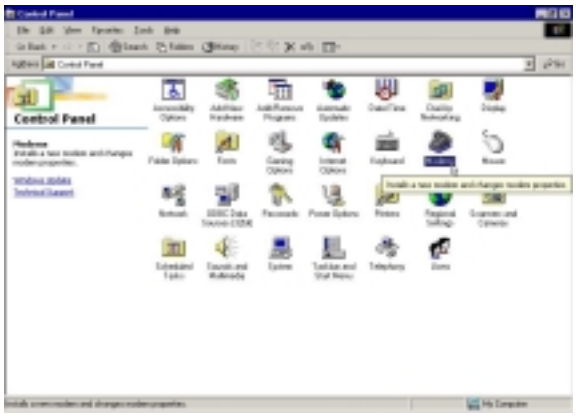
4. Click **Finish.**


Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
SMC EZ Modem External Data Fax Voice Modem
Click Finish to close the wizard.
< Back
Finish
Cancel

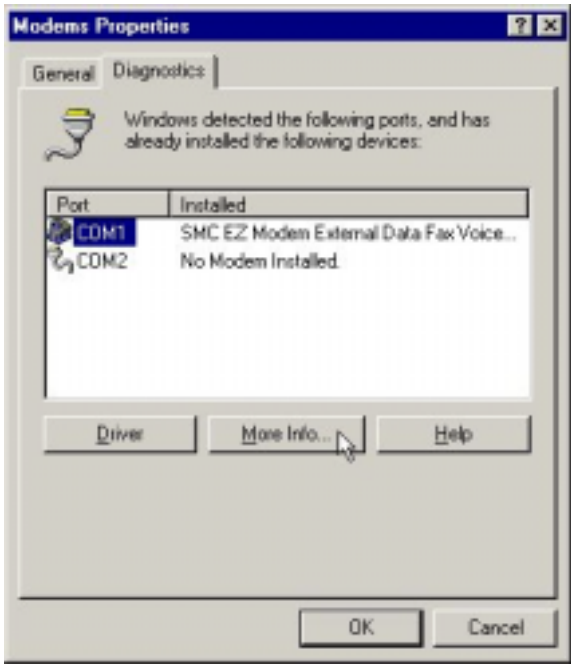
Chapter 5 Diagnostics

5.1 Windows 98/ME

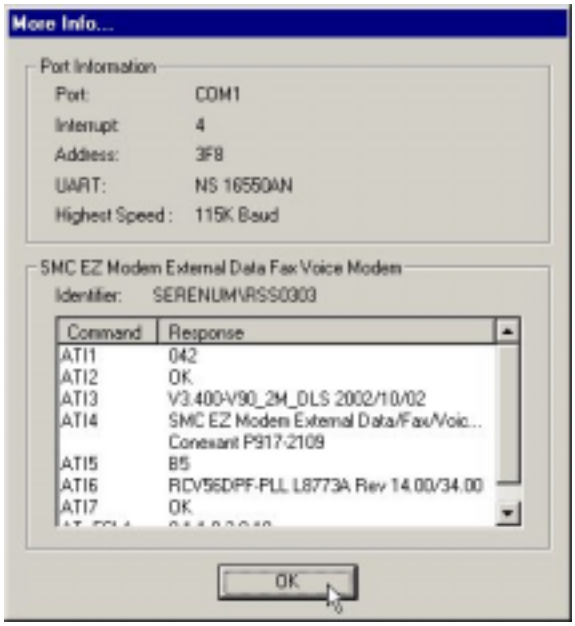
1. Move your cursor as following sequence **Start \ Settings \ Control Panel** and click **Control Panel**. Then double-click on the **Modems** icon.



2. To test the modem by clicking on the **Diagnostics** tab. Select the **COM port** that the modem is setting, and clicks **More Info….**

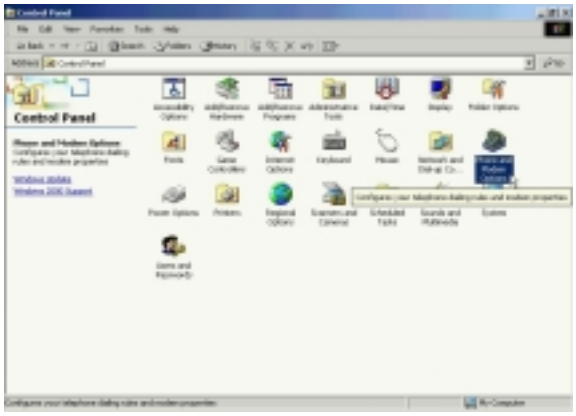


3. If your modem is responding to AT commands and functioning correctly, it means that your modem is working properly. Click **OK** to end this procedure.

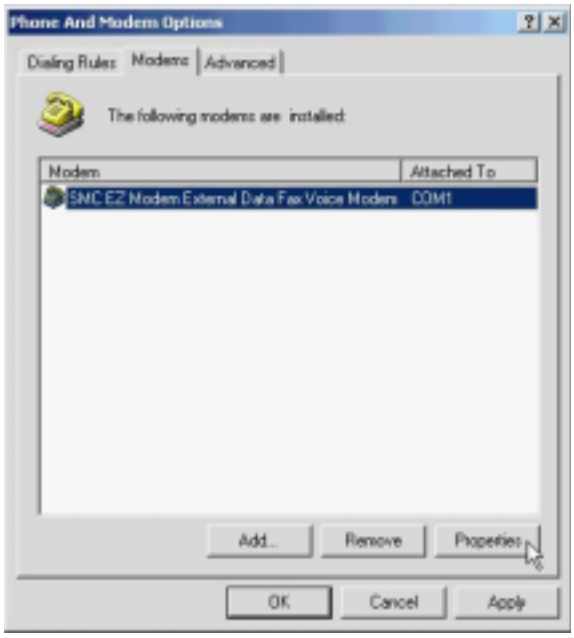


5.2 Windows 2000

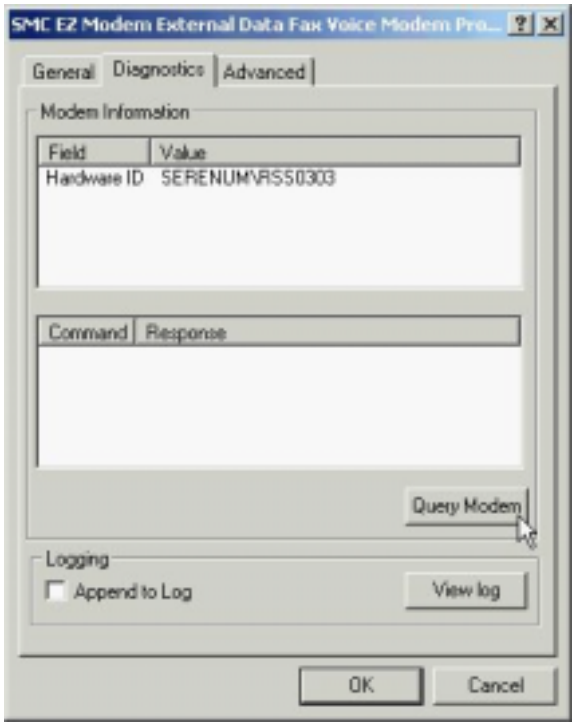
1. Move your cursor as following sequence **Start \ Settings \ Control Panel** and click **Control Panel**. Then double-click on the **Phone and Modem Options** icon.



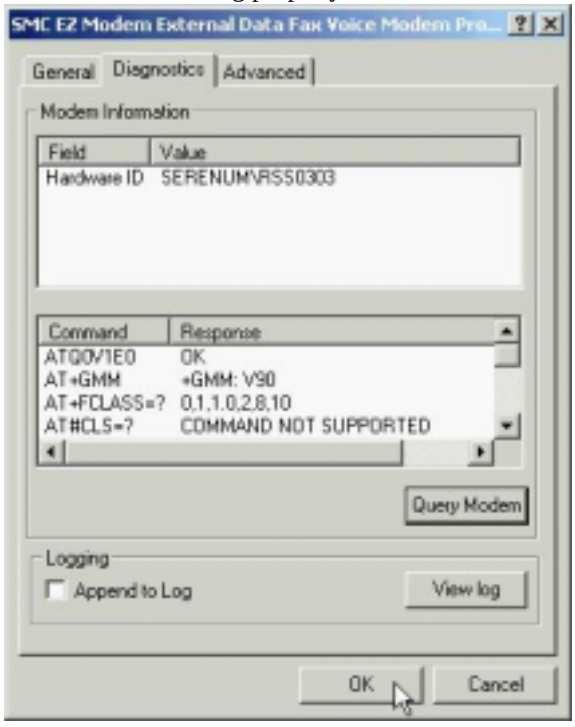
2. Click on the **Modems**, then select **SMC EZ Modem External Data Fax Voice Modem** and click **Properties**.



3. Click **Diagnostics**. To test the modem by clicking **Query Modem**.

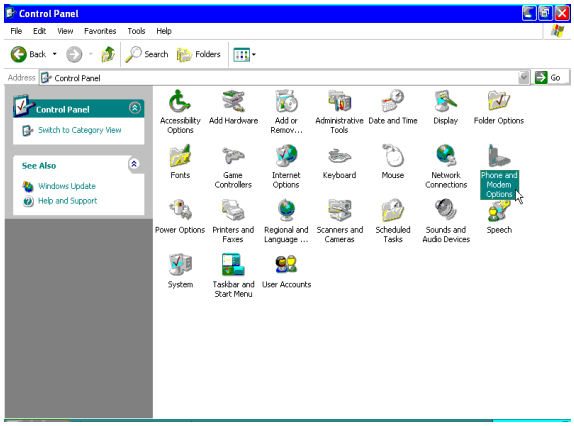


4. If your modem is responding to AT commands and functioning correctly, it means that your modem is working properly. Click **OK** to end this procedure.

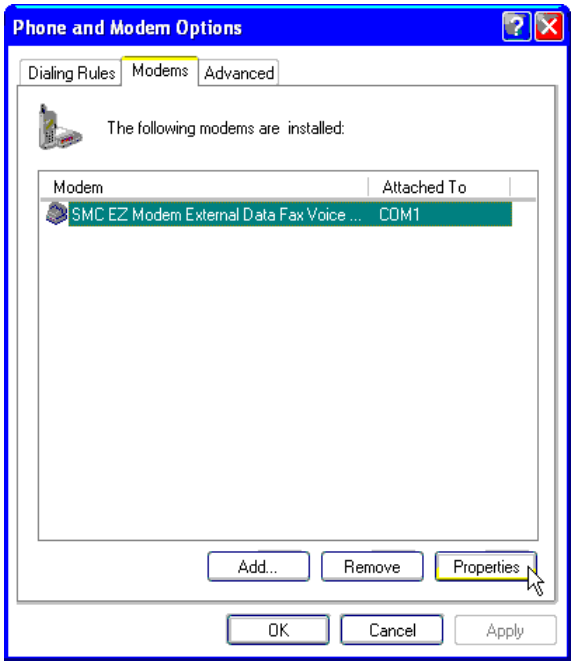


5.3 Windows XP

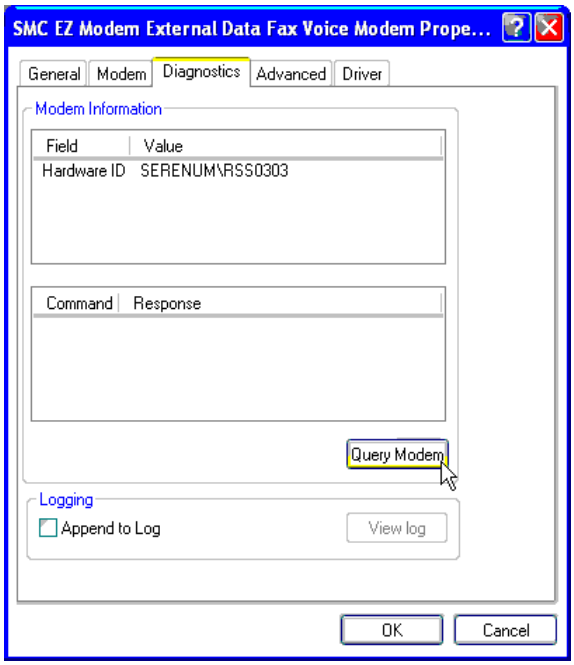
1. Move your cursor as following sequence **Start \ Settings \ Control Panel** and click **Control Panel**. Then double-click on the **Phone and Modem Options** icon.



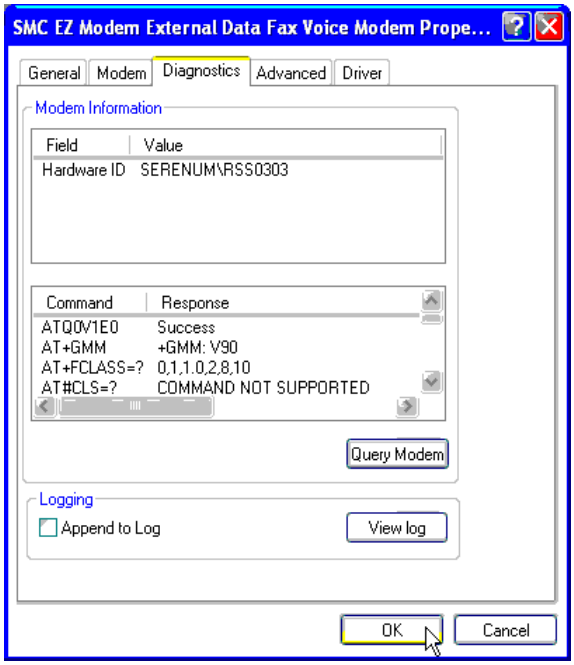
2. Click on the **Modems**, then select **SMC EZ Modem External Data Fax Voice…** and click **Properties**.



3. Click **Diagnostics**. To test the modem by clicking **Query Modem**



4. If your modem is responding to AT commands and functioning correctly, it means that your modem is working properly. Click **OK** to end this procedure

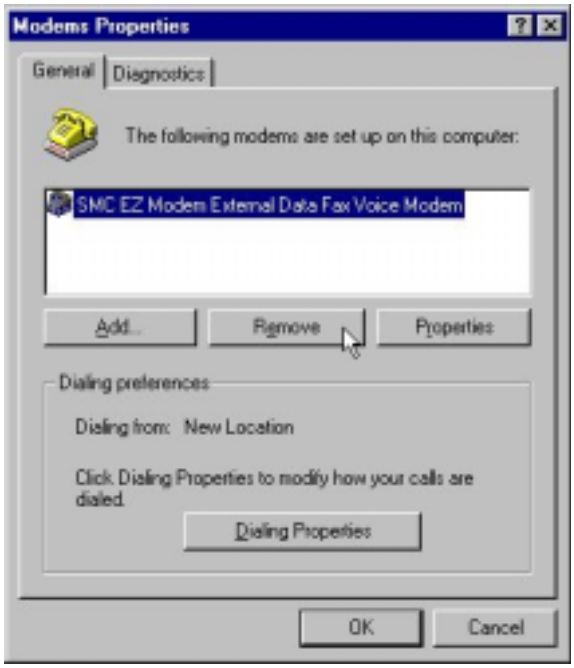


Chapter 6 Uninstalling Procedures

6.1 Windows 98/ME

1. Please go to **Start / Settings / Control Panel** and double-click on the **Modem** icon.

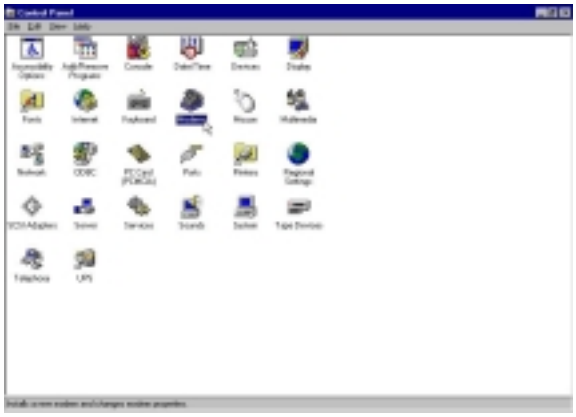
2. Select **SMC EZ Modem External Data Fax Voice Modem**, the click **Remove**.



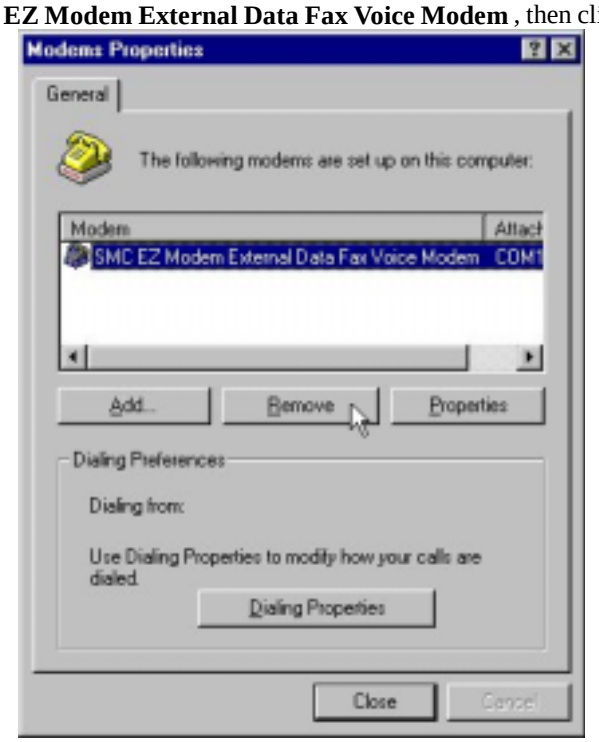
3. Click **Close**.

6.2 Windows NT

1. Move your cursor as following sequence **Start \ Settings \ Control Panel** and click **Control Panel**. Then double-click on the **Modems** icon.



2. Selec **SMC EZ Modem External Data Fax Voice Modem** , then click **Remove**.

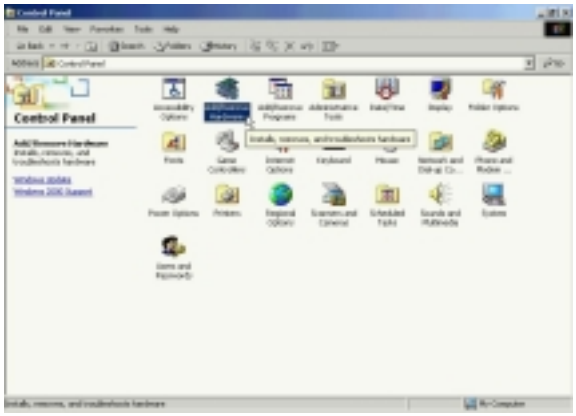


3. Click **Yes**.

4. Click **Close.**

6.3 Windows 2000

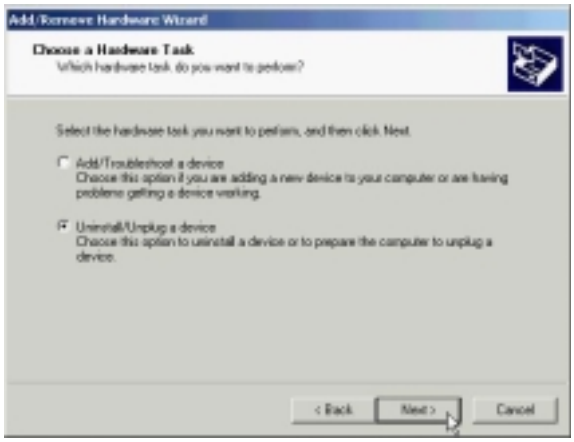
1. Move your cursor as following sequence **Start \ Settings \ Control Panel** and click **Control Panel**. Then double-click on the **Add/Remove Hardware** icon



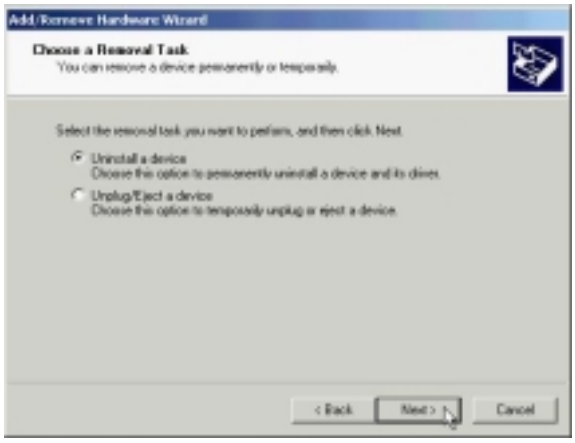
2. Click **Next**.

Add/Remove Hardware Wizard
Welcome to the Add/Remove Hardware Wizard
This wizard helps you add, remove, unplug, and troubleshoot your hardware.
To continue, click Next.
< Back
Next >
Cancel

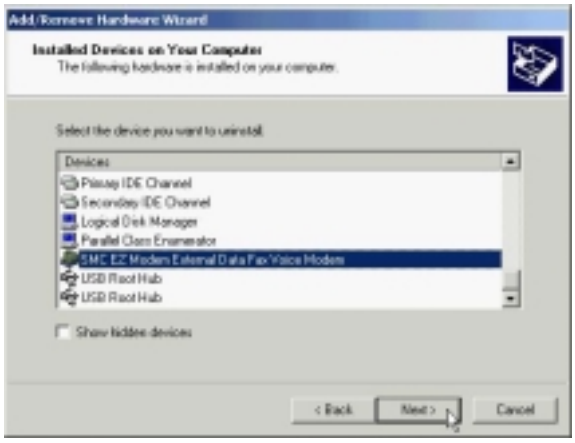
3. Select **Uninstall/Unplug a device**, then click **Next**.


Add/Remove Hardware Wizard
Choose a Hardware Task
Which hardware task do you want to perform?
Select the hardware task you want to perform, and then click Next.
Add/Troubleshoot a device
Choose this option if you are adding a new device to your computer or are having problems getting a device working.
Uninstall/Unplug a device
Choose this option to uninstall a device or to prepare the computer to unplug a device.
< Back
Next >
Cancel

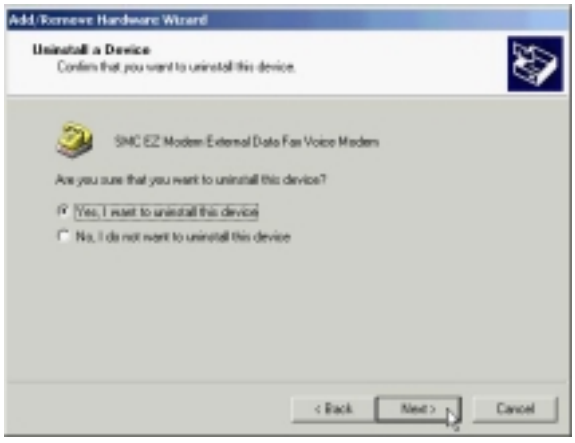
4. Select **Uninstall a device** and click **Next** to continue.


Add/Remove Hardware Wizard
Choose a Removal Task
You can remove a device permanently or temporarily.
Select the removal task you want to perform, and then click Next.
Uninstall a device
Choose this option to permanently uninstall a device and its drivers.
Unplug/Eject a device
Choose this option to temporarily unplug or eject a device.
< Back
Next >
Cancel

5. Select **SMC EZ Modem External Data Fax Voice Modem**, then click **Next** to continue.



6. Select **Yes, I want to uninstall this device**, then click **Next** to continue.

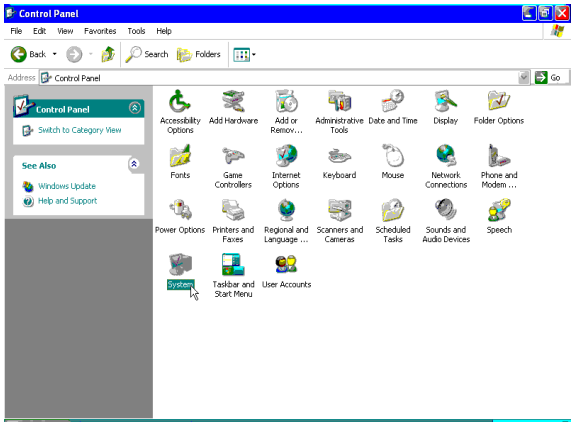

Add/Remove Hardware Wizard
Uninstall a Device
Confirm that you want to uninstall this device.
SMC EZ Modem External Data Fax Voice Modem
Are you sure that you want to uninstall this device?
Yes, I want to uninstall this device
No, I do not want to uninstall this device
< Back
Next >
Cancel

7. Click **Finish** to end this procedure.

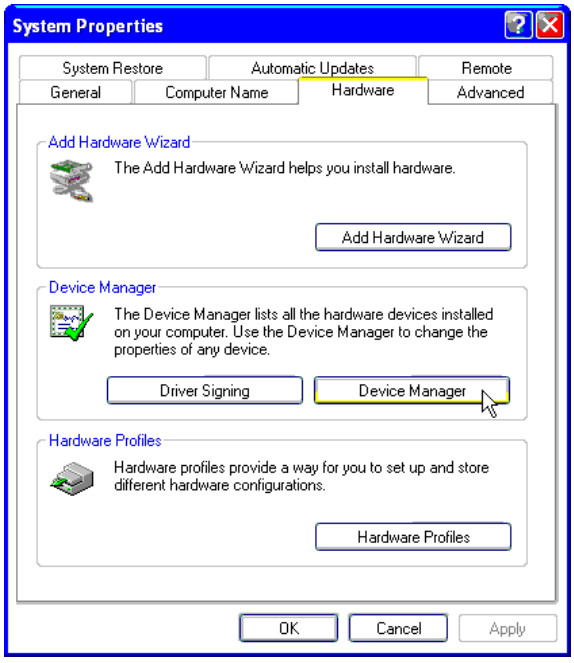
Add/Remove Hardware Wizard
Completing the Add/Remove Hardware Wizard
You have successfully completed the Add/Remove Hardware wizard.
Windows successfully uninstalled the selected device.
To close this wizard, click Finish.
< Back
Finish
Cancel

6.4 Windows XP

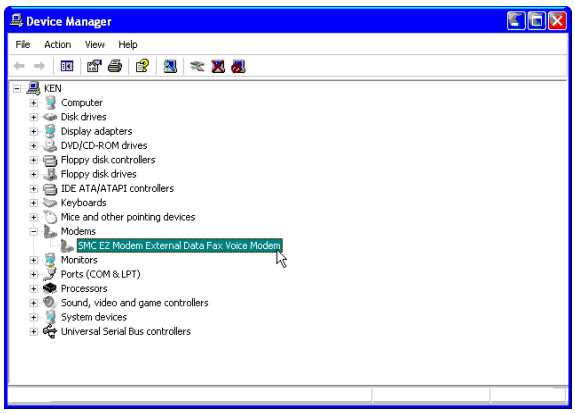
1. Move your cursor as following sequence **Start \ Settings \ Control Panel** and click **Control Panel**. Then double-click on the **System** icon.



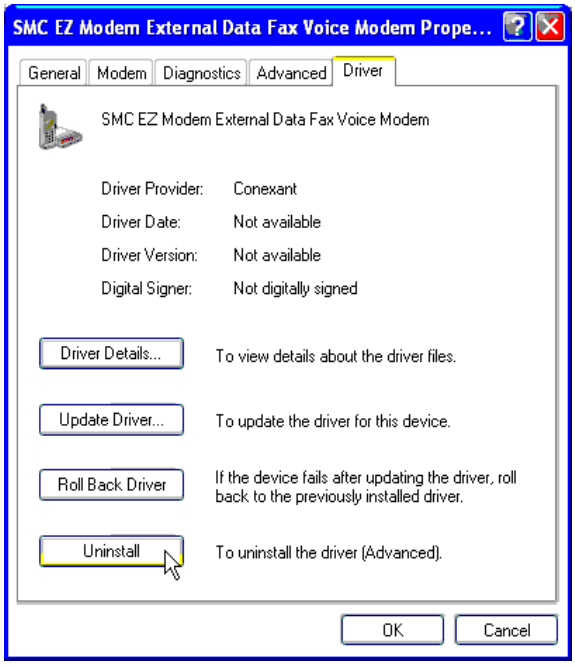
2. Click **Hardware** tab and select the modem, then click **Device Manager.**



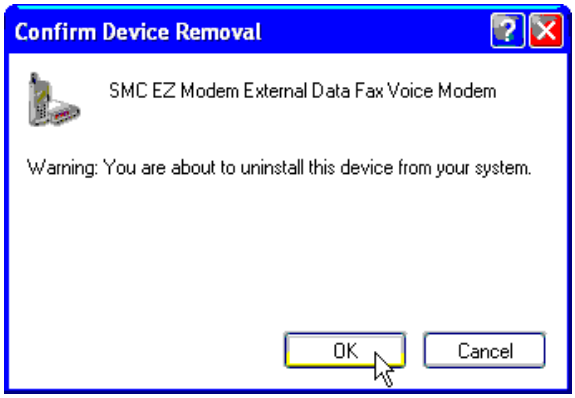
3. Click **Modems** tab and select the modem. Then double-click on the **SMC EZ Modem External Data Fax Voice Modem**.



4. Click **Driver** tab, then click **Uninstall.**



5. Click **OK** to end this procedure.


Confirm Device Removal
SMC EZ Modem External Data Fax Voice Modem
Warning: You are about to uninstall this device from your system.
OK
Cancel

Chapter 7 Troubleshooting

Modem will not dial-out

- Check your phone cable connected properly into LINE jack.
- If you use the Tone-dialing on a line, but required the Pulse-dialing method, please change the command T to P in your dial command line.

Modem will not answer an incoming call

- Check your phone cable connected properly into LINE jack.
- By connect a Telephone to the PHONE jack. The attached telephone will ring if you try calling from another telephone line.
- Configured the modem to Auto-answer modem.

No connection after modem dial out

- Remote modem may be not setting to answer mode, if you aren't hearing a high-pitch tone when remote modem answering.
- Perhaps poor-quality or noise telephone lines try another call.

Data error when modem connection

- Make sure your software data format is match to remote side (for example: 8,N, 1).
- Make sure the modem flow control method is matched to communication software.
- Try another call may be poor quality or noise telephone lines.

Fax and voice problems

- Be sure the Data Communication is installed and worked properly, otherwise check the mentioned procedure carefully and consult the Fax/Voice manual step by step.

FOR TECHNICAL SUPPORT, CALL:

From U.S.A. and Canada (24 hours a day, 7 days a week)
(800) SMC-4-YOU; (949) 679-8000; Fax: (949) 679-1481
From Europe (8:00 AM - 5:30 PM UK Time)
44 (0) 118 974 8700; Fax: 44 (0) 118 974 8701

INTERNET

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techsupport@smc-asia.com
techsupport@smc.com
european.techsupport@smc-europe.com

World Wide Web:
http://www.smc-asia.com/
http://www.smc.com/
http://www.smc-europe.com/

FOR LITERATURE OR ADVERTISING RESPONSE, CALL:

U.S.A. and Canada:	(800) SMC-4-YOU;	Fax (949) 679-1481
Spain:	34-93-477-4935;	Fax 34-93-477-3774
UK:	44 (0) 118 974 8700;	Fax 44 (0) 118 974 8701
France:	33 (0) 41 38 32 32;	Fax 33 (0) 41 38 01 58
Italy:	39 02 739 12 33;	Fax 39 02 739 14 17
Benelux:	31 33 455 72 88;	Fax 31 33 455 73 30
Central Europe:	49 (0) 89 92861-0;	Fax 49 (0) 89 92861-230
Switzerland:	41 (0) 1 9409971;	Fax 41 (0) 1 9409972
Nordic:	46 (0) 868 70700;	Fax 46 (0) 887 62 62
Northern Europe:	44 (0) 118 974 8700;	Fax 44 (0) 118 974 8701
Eastern Europe:	34 -93-477-4920;	Fax 34 93 477 3774
Sub Saharian Africa:	27-11 314 1133;	Fax 27-11 314 9133
North Africa:	34 93 477 4920;	Fax 34 93 477 3774

Russia:	7 (095) 290 29 96;	Fax 7 (095) 290 29 96
PRC:	86 21 6485 9922;	Fax 86 21 6485 9922
Taiwan:	886 2 8797 8006;	Fax 886 2 8797 6288
Asia Pacific:	(65) 6238 6556;	Fax (65) 6238 6466
Korea:	82 2 553 0860;	Fax 82 2 553 7202
Japan:	81 3 5645 5715;	Fax 81 3 5645 5715
Australia:	61 2 8875 7887;	Fax 61 2 8875 7777
India:	91 22 696 2790;	Fax 91 22 696 2794

If you are looking for further contact information, please visit www.smc.com , www.smc-europe.com or www.smc-asia.com.

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Model Number: SMC4103P